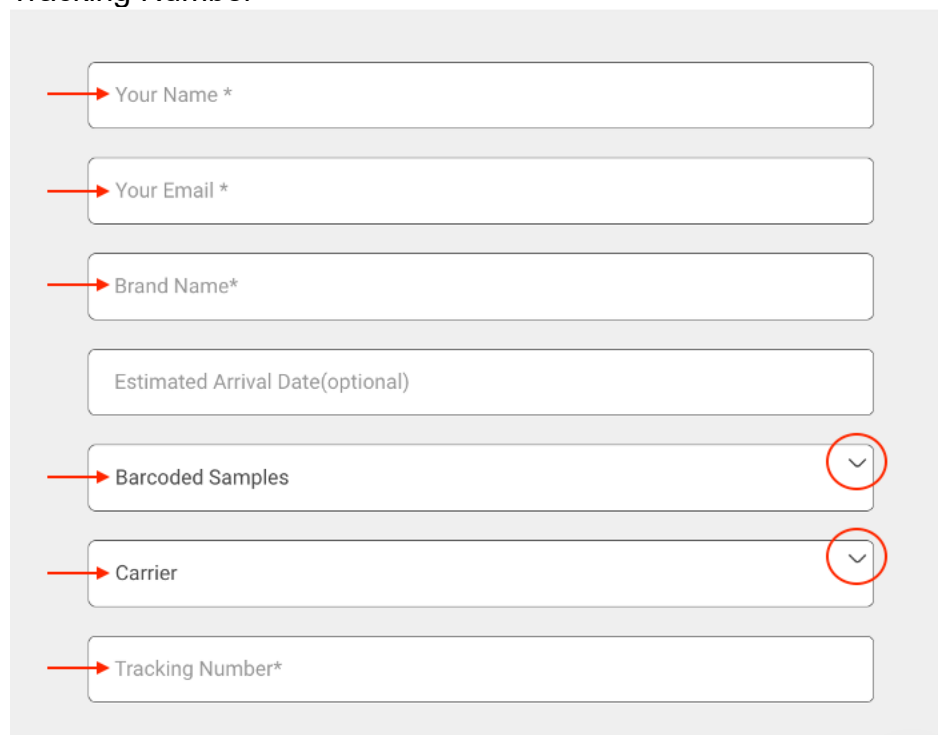


Advanced Shipping Notice Submission FAQs

Why isn't the Submit button working?

The Submit button will only become clickable once all required fields are filled out on the submission form.

- Required fields are:
 - Your Name (Pre-populated)
 - Your Email (Pre-populated)
 - Brand Name (Pre-populated)
 - Barcoded Samples (select Yes or No)
 - Carrier (select a carrier name or Other)
 - Tracking Number



A screenshot of a submission form with several input fields. Red arrows point to the following fields: 'Your Name *', 'Your Email *', 'Brand Name*', 'Barcoded Samples', 'Carrier', and 'Tracking Number*'. The 'Barcoded Samples' and 'Carrier' fields are dropdown menus, indicated by a downward arrow icon in a red circle. The 'Estimated Arrival Date(optional)' field is not marked as required.

- If no tracking number is available yet, you're welcome to enter "N/A".

Why is my file stuck at 0% uploaded?

The file upload will remain at 0% until the Submit button is selected. Once the file is processed, it will move to 100%.

Why am I getting a file upload error?

The ASN file is dropped directly into our system and can only be submitted in .csv format. All other formats will be rejected.

- We require all brand partners to use our template file for all submissions. This file must follow the template exactly with no added columns, headers, or additional information.
 - SKU column should contain only the SKUs you are shipping to us, **exactly as you see them on your Replenishment Report**.
 - QTYORIGINAL column should have the total number of individual units you are shipping us (do not add “pieces” or “boxes”, only the number is required).
 - ORDERID column should have an order number, master tracking number, or any reference number for this shipment. Please note each line item should have the exact **same number or code** in this column if all SKUs are in the same shipment and characters should not exceed **25 characters**.

Your file should look exactly like the below example:

	A	B	C	D	E
1	SKU	QTYORIGINAL	ORDERID		
2	SAMPLESKU1234	10	1020304		
3	SAMPLESKU4321	15	1020304		
4	SAMPLESKU3456	17	1020304		
5	SAMPLESKU2345	8	1020304		
6	SAMPLESKU4567	24	1020304		
7	SAMPLESKU9876	12	1020304		
8	SAMPLESKU0123	16	1020304		
9					
10					
11					
12					
13					

INCORRECT examples below:

- Additional information added to the template.

	A	B	C	D	E	F	G
1	SKU	QTYORIGIN	ORDERID	FedEx tracking: 723410945783			
2	SAMPLESKU1234	10	1020304				
3	SAMPLESKU4321	15	1020304				
4	SAMPLESKU3456	17	1020304				
5	SAMPLESKU2345	8	1020304				
6	SAMPLESKU4567	24	1020304				
7	SAMPLESKU9876	12	1020304				
8	SAMPLESKU0123	16	1020304				
9							
10							
11	Ship to: Material Bank						
12							
13							

- Headers changed from the original template.

	A	B	C	D
1	NAME	UNITS	TRACKING	
2	SAMPLESKU1234	10	1020304	
3	SAMPLESKU4321	15	1020304	
4	SAMPLESKU3456	17	1020304	
5	SAMPLESKU2345	8	1020304	
6	SAMPLESKU4567	24	1020304	
7	SAMPLESKU9876	12	1020304	
8	SAMPLESKU0123	16	1020304	
9				
10				

- Spaces between each line item.

	A	B	C	D
1	SKU	QTYORIGIN	ORDERID	
2				
3	SAMPLESKU1234	10	1020304	
4				
5	SAMPLESKU4321	15	1020304	
6				
7	SAMPLESKU3456	17	1020304	
8				
9	SAMPLESKU2345	8	1020304	
10				
11	SAMPLESKU4567	24	1020304	
12				
13	SAMPLESKU9876	12	1020304	
14				
15	SAMPLESKU0123	16	1020304	
16				

- ORDERID column must have the same number/characters per line item.

	A	B	C	D
1	SKU	QTYORIGIN	ORDERID	
2	SAMPLESKU1234	10	1020304	
3	SAMPLESKU4321	15		
4	SAMPLESKU3456	17		
5	SAMPLESKU2345	8		
6	SAMPLESKU4567	24		
7	SAMPLESKU9876	12		
8	SAMPLESKU0123	16		
9				
10				

- Additional columns added to template.

	A	B	C	D	E
1	SKU	DESCRIPTION	QTYORIGIN	ORDERID	
2	SAMPLESKU1234	Red - Matte Finish	10	1020304	
3	SAMPLESKU4321	Blue - Matte Finish	15	1020304	
4	SAMPLESKU3456	Red - Polished Finish	17	1020304	
5	SAMPLESKU2345	Purple - Textured Finish	8	1020304	
6	SAMPLESKU4567	Yellow - Polished Finish	24	1020304	
7	SAMPLESKU9876	White - Matte Finish	12	1020304	
8	SAMPLESKU0123	Black - Polished Finish	16	1020304	
9					
10					

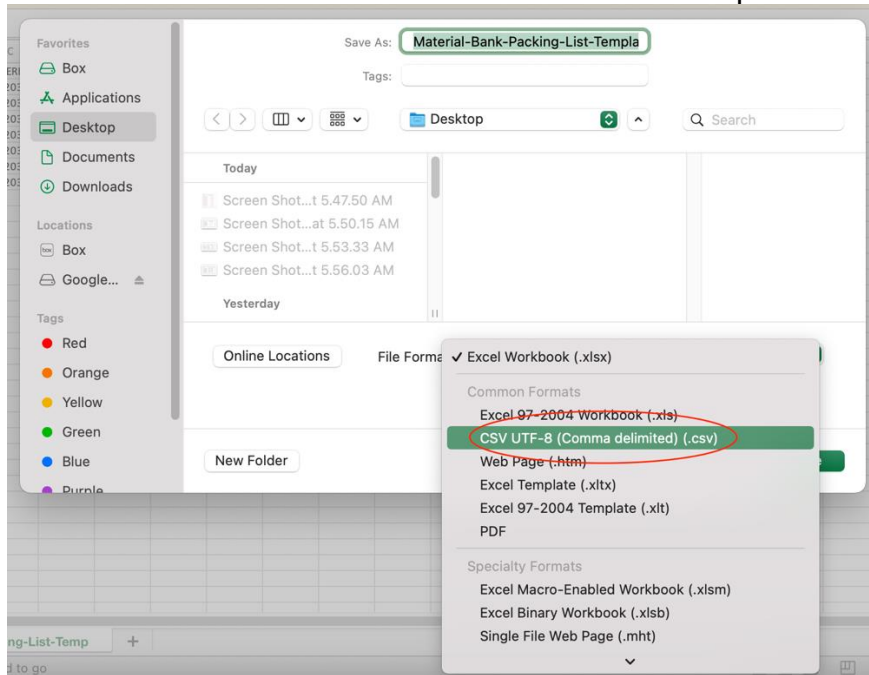
- Only a number should be populated in the QTYORIGINAL column.

	A	B	C	D
1	SKU	QTYORIGIN	ORDERID	
2	SAMPLESKU1234	10 UNITS	1020304	
3	SAMPLESKU4321	15 UNITS	1020304	
4	SAMPLESKU3456	17 UNITS	1020304	
5	SAMPLESKU2345	8 UNITS	1020304	
6	SAMPLESKU4567	24 UNITS	1020304	
7	SAMPLESKU9876	12 UNITS	1020304	
8	SAMPLESKU0123	16 UNITS	1020304	
9				
10				

What is a .CSV and how do I save it in that format?

.CSV (Comma Delimited) is the format the file must be saved as for our system to properly read the submitted template. All other formats will not be accepted.

- Once you have your excel file filled in and ready to complete, select “File” > “Save As” and select .CSV from the File Format drop down.



Why do we have to use this new template?

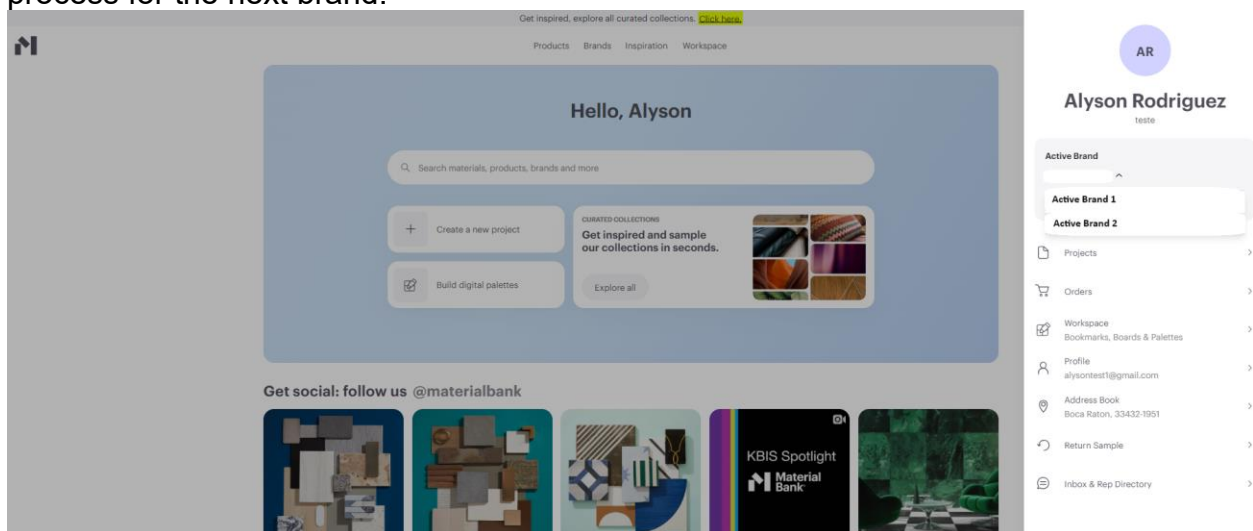
Our previous process was to manually import our Brand partners ASNs. This was proven to be inaccurate and left room for data entry errors. Our new process ensures that ASNs are uploaded accurately.

- The template, when uploaded in .CSV format, now drops SKUs and quantities directly into our system.
- This template now creates the information on the “inbound receipt” you receive as soon as we finish receiving your shipment – you’ll notice the characters entered in the ORDERID column will be the same information you receive on the Reference # column on your inbound receipt (**PLEASE NOTE**** entering different numbers per line item in the ORDERID column will create multiple receipts).
 - This mitigates the possibility of misinterpretation or incorrectly received items.

What if I need to submit for more than one brand?

SKUs from different brands cannot be submitted on the same template or submission form.

For individuals submitting more than one brand, you will need to click on your name in the top right corner of the Material Bank homepage, select the “Active Brand” dropdown, and select the brand you are submitting for. You can then head to the ASN submission form under Brand Resources and the Active Brand info will automatically populate. Once submission for one brand is complete, go back to the homepage and repeat the process for the next brand.



What if I'm sending new items?

If SKUs are not yet in our system (please note it typically takes about two weeks for SKUs to appear in our system after they are added to Catalog Interface), they will not be able to be read by our system, which can cause receiving delays. We recommend holding off on sending new items until our Product Catalog team confirms they are ready in our system.

- If this isn't possible, an associate from our inventory team will reach out regarding the new items and confirm if we have everything needed to get SKUs into our system as quickly as possible.